



Home Care Package Client Handbook





Welcome to BallyCara

BallyCara is a charitable organisation with a passion & focus on inspiring Healthy & Happy Living across generations and communities. BallyCara is a provider of Home Care, Wellness, Short-Term Restorative Care, Retirement Living and Residential Care. We're forging new frontiers to enable people to live fulfilling lives regardless of age through the provision of individualised care, services, and contemporary community and accommodation infrastructure.

Inspiring Healthy & Happy Living is our Why. All that we do with older people, our staff and those we connect with, is underpinned by the focus & attention we give everyone to enable them to live a healthy & happy life in a way that is meaningful to them. Our How is Impact through Relationships. We value & recognise the impact we have through our interactions & connections. Together we build relationships with people using our services, their families, our staff and the wider community. People are at the heart of all we do, through meaningful and inclusive relationships.

Using our knowledge & relational approach we positively influence, lead and inspire. We wish to transform the conversation and approach to later life and growing old in Australia and beyond.

Through Partnerships, together we enable better lives through purposeful connections and collaborations. Each day we continue to grow this offering by delivering significant community health and social benefits to older people. From our spiritual home at Scarborough, nestled on Queensland's beautiful Moreton Bay, BallyCara has expanded across Australia.

Our Residential Care and Retirement Village are located at Scarborough, Home Care and Wellness Programs are offered in a variety of locations across Moreton Bay, Brisbane North, Logan, Gold Coast and Melbourne North.



Your BallyCara Contacts

Your **BallyCara Care Partner (CP)** is:

When to contact: *care and package related, new or additional service requests, budget query*

Name: _____

Role: _____

Phone Number: _____

Email Address: _____

Your **BallyCara Customer Service Officer (CSO)** information:

When to contact: *schedule related - cancelling or changing services*

Contact times: *5:00am-8:00pm (Monday-Friday)*

7:00am-8:00pm (Saturday/Sunday/Public Holidays)

Outside our contact times, please leave a voicemail or email your region email address (including Saturday and Sunday)

Region: _____

Phone Number: _____

Region Email: _____



What sets us apart?

Our Sona® Values

Our Sona® Values guide our decision making. They show up in what we think and do. They strengthen our relational approach through our people being in the right place; at the right time; doing the right thing in the right way. Our Sona® Values apply to all our people and the relationships we have (existing and new); giving us, our relationships, and the interactions we have the opportunity to be the best they can be. They will be evidenced through how we behave and what people experience and feel.

Everyone Matters - Each person and their well-being is important to us

Creativity - Collaborate and Innovate courageously

Integrity - Authentic and Transparent

Our Sona® Behaviours

We demonstrate our Sona® Behaviours through:

- How we are living our values
- What our customers can expect to experience when they use our services
- How we behave with one another as colleagues
- How we fulfil our why/purpose of 'Inspiring Healthy and Happy Living'

For every value, behaviours have been identified that show how we are living our values. We use the behaviours to:

- Ensure we recruit and retain the right people who share, live and put into practice our values.
- Support how we enable our people to be the best version of themselves. This is enabled through our regular feedback sessions which are a two-way process.
- To help identify learning and developmental opportunities for our people.



BallyCara as your Home Care Provider

We work with you to create a unique care and support plan and budget that supports you to achieve your goals and participate in life as independently as possible. We spend time getting to understand our clients so that we are able to provide services that best fit your goals and budget.

- We take the stress and anxiety out of obtaining a Home Care package by assisting our clients through Home Care package assessment and application process
- We enable you to stay connected to your local community and achieve a satisfactory level of personal well-being

Your BallyCara contact will

- Arrange an in-home meeting with you and your family/carer
- Work with you to create a goal orientated Care and Support plan tailored to your needs
- Prepare your Home Care package budget, explain fees, charges, unspent funds, and monthly statements you will receive
- Conduct assessments including an in-home safety assessment and obtain consents
- Provide you with written information including a service agreement



Home Care Package Program Overview

A Home Care Package is a coordinated package of care and services to help you to live independently in your own home for as long as you can. Some people receive services through the Commonwealth Home Support Program and are then assessed for a Home Care Package. Others will start with a Home Care Package.

BallyCara as your chosen Home Care Provider will work with you to assist you to choose care and services that best meet your needs and goals and will manage your care and services collaboratively with you.

There are 4 levels of Home Care Packages:

Level 1 – \$29.01 per day

Level 2 – \$51.02 per day

Level 3 – \$111.04 per day

Level 4 – \$168.33 per day

If eligible for Home Care supplements, these will be discussed.

The assessment by the Aged Care Assessment Team (ACAT) will determine the level of Home Care Package to which you are entitled. Sometimes, you may be provided a lower level of Home Care Package whilst you wait for your approved level of Home Care Package to be allocated to you.

If you are receiving our services already and are waiting on the Home Care Package waitlist, please speak to your BallyCara contact who can support you with this.

Your Home Care Package is portable meaning you can move your package to any Government approved Home Care Provider of your choice. Some providers charge an Exit amount when clients move their package to another provider. BallyCara does not charge an exit amount. If at any time you are considering moving to another provider, please speak with us as we are very open to feedback on our services and strive to always provide a high-quality service which enriches your life.



Range of Services

Your Home Care Package funds should be used to purchase care and services that meet your care needs as assessed by the Aged Care Assessment Team (ACAT). Your BallyCara contact will work with you to develop a care and support plan to meet your goals in line with the Department's Home Care Package Program Manual.

Inclusions and Exclusions

Your Home Care Package can be used to purchase care, services and goods equipment and assistive technology. The main categories are:

- Care services
- Support services and
- Clinical services

Please refer to the My Aged Care: Operational Manual for Home Care Package Consumers for further information on inclusions and exclusions.

Here are some examples of common services, this is not an exhaustive list, please always speak to your BallyCara contact if you have a request. As the client, you are required to be present for services to be delivered.

Nursing Care

Including general nursing, catheter care, clinical assessments, oxygen therapy, wound care, chronic disease management, continence advisory and wound care.

Allied Health Services

Comprises a range of specialist services such as exercise physiology, social work, occupational therapy, physiotherapy and remedial massage.

Domestic Assistance

Help with everyday household tasks such as dishwashing, clothes washing, shopping and paying bills, organising meals preparation or delivery to you at home.

House Clean

Our basic cleaning service covers essential tasks such as dusting surfaces, vacuuming floors, mopping, cleaning bathrooms, and tidying common areas, ensuring a clean and welcoming environment for your home.

Range of Services Continued.

Transport

Assistance for you to attend appointments and other activities.

Social Support

Assistance to keep up with essential activities, shopping, banking, social contacts, and activities. Clients are to be accompanied by a support worker at all times.

Gardening and Home Maintenance

Assistance with minor works in your home and garden. Discuss any individual needs you have with your BallyCara contact when we work with you to develop a care and support plan that suits your individual needs.

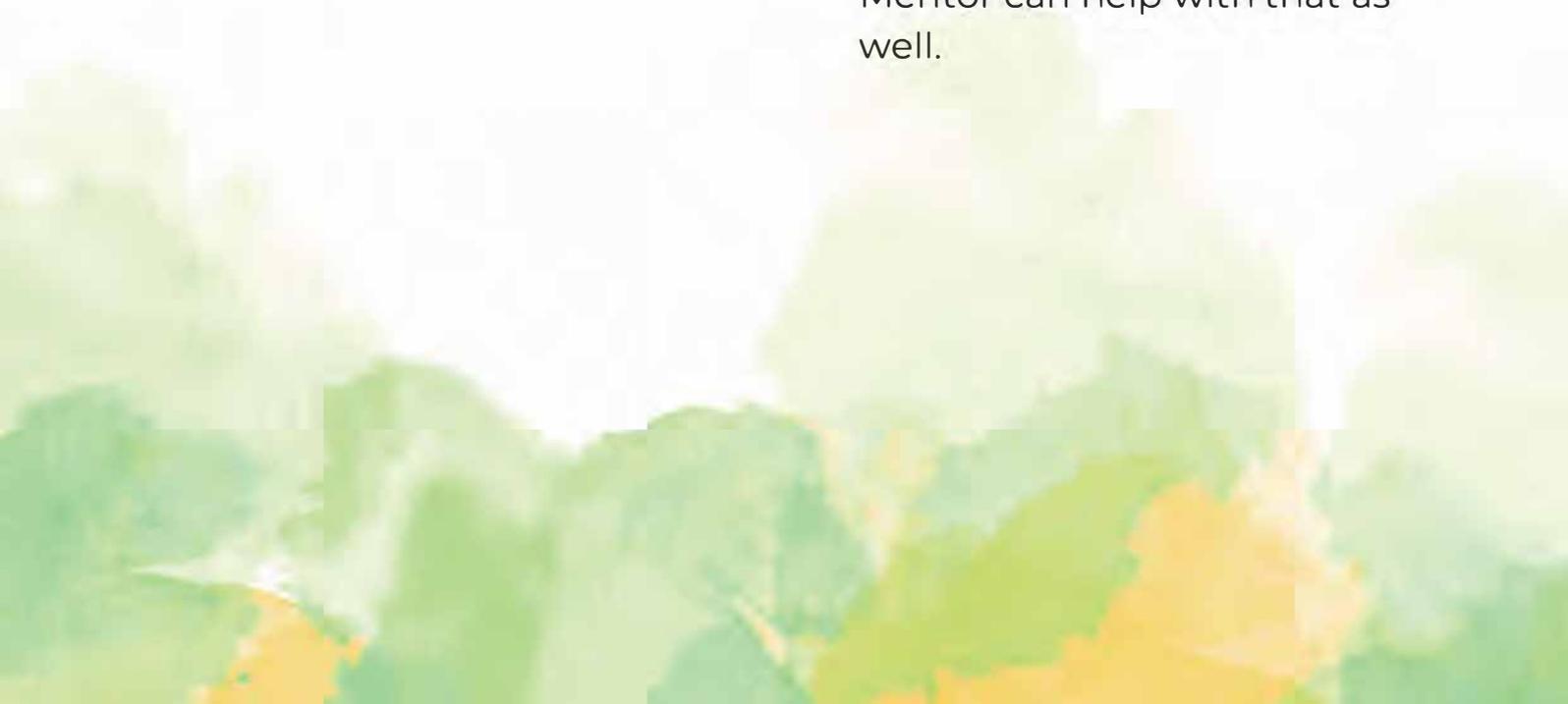
Creative Engagement Therapy

For those who are interested in exploring creativity for health and well-being. No artistic skill required - we will help you find your own creative style.

Creative engagement therapy sessions are not art lessons. The sessions incorporate therapeutic techniques and all different types of creativity for self-expression.

Digital Engagement Therapy

If you have a Home Care Package or Commonwealth Home Support Program with BallyCara our Digital Mentor is available to come to your home to assist you with the initial set up of your mobile phone, iPad, or tablet. Already have a device but are having a little bit of trouble using your device? Our Digital Mentor can help with that as well.



Fees & Charges

Our services are subsidised by the Australian Government and the fees are determined in accordance with the Government guidelines and by agreement with a client or their representative.

The total amount of a Government funded Home Care Package is made up of what the Australian Government pays (the subsidy) and what you may need to pay (your home care fees). The Australian Government pays a different subsidy amount for each level of Home Care Package. This amount is paid directly to the home care provider you choose. In this case it is paid directly to BallyCara. The maximum Government subsidy increases annually and you will be provided the current subsidy and supplement amounts as part of your care meeting with your BallyCara contact.

The individual amount you may be asked to pay depends on your income (income tested fee) and if your provider charges a basic daily care fee.

Basic Daily Care Fee

BallyCara do not charge a basic daily care fee for any Home Care Package clients. Therefore, if you are a full pensioner, the Home Care package can be delivered at no direct cost to you. If your health condition or needs change we can help you through the re-assessment process with ACAT and My Aged Care.

Cancellation Policy

You may cancel the delivery of services on any given day provided you give us no less than 24 hours' notice of cancellation. If you fail to provide that notice, we will charge you the services fees in respect of the cancelled services.



Fees & Charges

Care Management Fee

This is our charge, which is paid from your Government funding, to coordinate care and services that will help you achieve your care goals. We charge different amounts depending on the level of Home Care Package you have, and this provides a certain number of hours of care management. Our fees and charges are disclosed on the My Aged Care Website and are currently:

Level 1 Package - \$4.79
(per day)

Level 2 Package - \$8.57
(per day)

Level 3 Package - \$18.07
(per day)

Level 4 Package - \$27.50
(per day)

Package Management Fee

This is our charge, which is paid from your Government funding, to provide the administration and organisational activities associated with ensuring the smooth delivery of your services. This includes managing package funds, preparing monthly statements, compliance and quality assurance activities required for Home Care Packages.

Level 1 Package - \$2.66 (per day)

Level 2 Package - \$4.58 (per day)

Level 3 Package - \$12.83 (per day)

Level 4 Package - \$19.43 (per day)

Service Charges

Your BallyCara contact will provide the current rates for the services you select as part of the care planning process.

Additional Information

If you do not have the subsidy available for a specific service, speak to your BallyCara contact who will work with you to discuss your options.



Fees & Charges Continued.

Income Tested Care Fee

The income tested care fee is an extra contribution that some people pay, as determined through an income assessment. This fee is different for everyone. It's based on your individual income, including your pension. Your income tested care fee is calculated by Services Australia. You will receive a fee advice letter from Services Australia stating the fee amount if applicable. This fee will reduce the subsidy the government contributes towards your Home Care Package.

Please refer to the My Aged Care website for the up-to-date income tested care fee. Your BallyCara contact will discuss and arrange options for payment.

Will my fees change in the future?

BallyCara reviews its fees and charges in conjunction with Government indexation/reviews. You will always be advised of any change before they come into effect.



Assessments

Your BallyCara contact will undertake assessments, both initially and at regular reviews, in order to design a written care and support plan which includes:

- Your personal information including address, date of birth, next of Kin, family, EPOA, consent to provide information and other key contacts including GP, Pharmacy, Carer and other Community Supports
- What you would like the Home Care Package to provide you, your care and support goals, and the expected outcomes of care
- The services you want including your clinical and personal care needs (if relevant) considering your essential and non-essential care requirements
- A schedule identifying all services you require, the agreed days, times and duration of service

- The next care plan review date
- Your signature or your family/carer/advocate signature if you choose to sign
- Signature of your BallyCara contact

Services provided are delivered in line with industry recognised evidence based best practice, community nursing industry standards and in line with the Aged Care Act, Aged Care Quality Standards, and other legislative requirements.

You will receive a welcome pack which will include key contacts and information.



Practical Information - Support in your home

Policies and Procedures

BallyCara has policies and procedures in place to protect both our clients and our staff. Some of the most relevant ones relating to services in your home are outlined below, however they are not limited to only these. If you wish to have more information on our policies, please contact your BallyCara contact.

After Hours Emergency Response

If you are requiring 24/7 support to be provided by your Home Care Package, we can arrange this for you through a monitored assistive technology solution to help support you. Your BallyCara contact will speak with you about this at your initial meeting and at your review. If your needs change in between these times, please contact your BallyCara contact who can work with you on appropriate solutions.

Rostered Visit Changes

- We understand that sometimes you may need to make a change to a rostered visit or service.
- Our staff work to specific schedules which makes it difficult to accommodate short notice changes to appointments.
- Any change requests for rostered visits are to be communicated directly to the office by phoning your region phone number. Our preference for notice of changes to rostered services is 7 days or at a minimum 24 hours notice as per our cancellation policy outlined in this document. All changes to your services are only to be requested through the office and not directly with the Support Worker.



You or your family/carer/advocate are required to contact your BallyCara contact, if:

- you will be away from home on the day of your service
- you are admitted to hospital
- you plan to go on holiday
- you plan to move to another location
- you plan to move interstate or overseas
- if you plan to move into permanent aged care
- your health status or circumstances have changed

BallyCara strives to ensure rostered visits occur when they are planned however sometimes there may be an unexpected need for us to reschedule or cancel a planned visit for example, if your regular care worker is absent from work and an alternative qualified staff member is not available at the time you require. In this instance we will contact you to discuss options and to arrange another suitable time.

Generally, services are not provided on public holidays, unless assessed as essential by you and your BallyCara contact.

Please note that staff are not allowed to give out their private telephone numbers in any circumstances.

Right to Refuse Service

BallyCara reserves the right to refuse services to persons who it reasonably believes may pose a risk to the safety and well-being of other clients, staff, or themselves.



Pets

Our staff are instructed not to enter premises if it is identified that a pet is not properly restrained. No matter how "gentle" your pet is, please ensure it is properly restrained, for example, put outside during service time. If you have concerns, please discuss with your BallyCara contact.

Gifts

While we understand you may become friendly with BallyCara staff, they are not permitted to accept gifts with a value of more than \$20.00, in accordance with our Policy. This to protect both our clients and staff. Any gifts received by staff are to be disclosed to Management.

Smoking Policy

BallyCara does not permit staff to smoke in the workplace and therefore staff are not permitted to smoke in a client's home. It is also the expectation that staff will be able to work in a smoke free environment.

Therefore, it would be appreciated if you would refrain from smoking in the house when a staff member is there. Staff can refuse to undertake a service if it is deemed to be hazardous.

Personal Property

Please be aware staff will take due care of your personal property while undertaking tasks.

Cash Handling

Staff including Home Care workers are not permitted to:

- Use your bank card
- Accept gifts of money from clients, borrow money from clients or lend money to any clients
- Have their names shown on any bank or building society passbook or account documentation, or any documents that provides full financial authority for them to undertake transactions on behalf of the client.
- Take money or property from clients for safe keeping



If you require support to get cash or access the bank/ATM, please speak with your BallyCara contact so they can work with you to protect you and our staff.

Our staff will report to the office immediately:

- If they are concerned about your financial security
- If a misunderstanding arises between the client and one of our staff regarding the handling of cash including cash being mislaid
- If there are concerns about potential financial abuse of a client

External Incidents and Situations

Staff, clients and/or other parties, who, through a BallyCara service or activity, become aware of an incident or situation that is beyond the scope of their duties or operations of the organisation, are to immediately report this to your BallyCara contact.

BallyCara staff will not attempt to resolve, mediate or become in any way involved with a dispute, conflict or suspected trauma situation unrelated to organisations activities, except where a clear and immediate physical danger to a person is apparent.

Our Staff

Staff undertake annual training in:

- Aged Care Quality and Safety Standards
- Code of Conduct and Sona®
- Rights and Responsibilities
- Duty of Care
- Confidentiality
- Workplace Health and Safety
- Infection Control
- Medication Prompt
- Manual Handling
- Senior First Aid and CPR
- Cash Handling

BallyCara staff meet the certification or qualifications relevant to the position they are employed to be in. E.g. Registered Nurses hold a Bachelor degree and are required to meet the annual AHPRA Registration requirements.



Workplace Health and Safety

Prior to the commencement of services, our staff will undertake a workplace health and safety assessment of your home. This will include entry/exit points, any hazards, as well as assessing any equipment or cleaning fluids our staff may use.

Clients are reminded that they must provide all the necessary equipment and cleaning products for domestic assistance. Staff may refuse a service if it is deemed that it would be unsafe to carry out the task/s, due to either the environment or faulty equipment/cleaning products.

Some examples are:

- any climbing/ladders
- using unlabelled chemicals
- inappropriate or prolonged bending or stretching lifting or moving heavy objects
- using poorly maintained electrical equipment
- working in poorly ventilated areas
- faulty or unsafe electrical devices

Chemicals in the home

Our staff may be exposed to chemicals everyday due to their work so to protect them, we insist that they do not work with hazardous chemicals in your home. Staff are not permitted to use bleach-containing products or any corrosive chemicals such as oven cleaners. Simple detergents and non-hazardous chemicals can only be used by staff. All cleaning products have instructions for use on them and advise if the product is hazardous and what protective equipment should be used. Please ensure you purchase non-hazardous chemicals for the staff to use. Please refer to Appendix 1-2 on pages 33-34 for product list. Staff will use the appropriate personal protective equipment, such as gloves when using chemicals.

Do not mix chemical products.



Treatment of Staff

Under the Charter of Aged Care Rights and Workplace Health and Safety legislation staff are entitled to;

- Be treated with dignity and respect
- Any kind of violence, harassment or abuse towards staff or others is not acceptable
- You are expected to maintain a safe environment for staff to work in

Your Rights

Your rights are protected by a Charter of Aged Care Rights which applies to all Government Funded Aged Care Services including Home Care Package services.

Have the right to;

- Safe and high quality care and services; Be treated with dignity and respect;
- Have my identity, culture and diversity valued and supported;
- Live without abuse and neglect;

- Be informed about my care and services in a way I understand;
- Access all information about myself, including information about my rights, care and services
- Have control over and make choices about my care, and personal and social life, including where the choices involve personal risk;
- Have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions;
- My independence;
- Be listened to and understood;
- Have a person of my choice, including an aged care advocate, support me or speak on my behalf;
- Complain free from reprisal, and to have my complaints dealt with fairly and promptly;
- Personal privacy and to have my personal information protected;
- Exercise my rights without it adversely affecting the way I am treated



A copy of the Charter of Aged Care Right is provided to you at your initial Home Care meeting with your BallyCara contact.

It is signed by your BallyCara contact and you have the option to sign also. If you choose not to sign, it does not affect the care and services that you receive in any way. This document is kept in your client file.

If you feel at any time that your rights are not being respected, please reach out to your BallyCara contact to discuss as we want to ensure you receive the best care and services and you feel that you are being properly looked after and treated well.

Important: Our team are not able to act in any legal capacity on your behalf such as an Enduring Power of Attorney or Executor of your Will, or sign any type of personal document as a Witness such as a Will or statutory declaration.

Privacy and Consent

The Australian Privacy Principles under the Commonwealth Privacy Act 1988 sets out how organisations like BallyCara may collect, store, use, disclose and protect your personal information.

BallyCara has strict policies in place about who can access our clients' information and must have your consent to collect and use specific personal and health information. The information we gather is used to help us determine the best possible care and assistance required, which is tailored to your individual needs and goals.

As a Government Funded Home Care Provider, we provide information relevant to your Home Care Package as requested and as part of mandatory reporting and claiming.



We recognise, the importance of protecting this information and are committed to ensuring that all personal information we collect is handled with respect, sensitivity, and confidentiality. We use the latest systems to ensure our clients' information is stored in a professional and secure manner, with our dedicated staff, volunteers and contractors maintaining strict confidentiality and respect of our clients' privacy at all times.

What details does BallyCara collect about me?

To help manage and coordinate your care and services, we maintain paper and / or electronic records that usually contain the following details:

- Your name and contact details
- Contact details including next of kin or legal guardians
- Doctor / health care professional's contact details
- Care and support services delivered by us including a written care plan
- Health information including images and scanned bank account details
- Pension, Medicare, or Department of Veterans' Affairs numbers

All your information is kept secure electronically in password protected systems with paper-based information kept in client files securely locked and only accessed by authorised staff.

Can I see what information BallyCara holds about me?

Yes. Please speak to your BallyCara contact.

How can I get further information?

For information about privacy issues associated with your care, change your consent approvals, receive further information, or view our Privacy Policy please contact your BallyCara contact.

If you believe we have breached the privacy of your personal information, please contact your BallyCara contact.



Advocacy

What is an advocate?

An advocate is someone who works and speaks out solely on your behalf and will help you remain informed throughout the decision-making process.

An advocate can be a family member, friend, or someone from an advocacy service. An advocate can:

- support you when you have assessments and / or case conferences
- provide detailed information and help you to work through difficult issues
- help you review all the possible options of assistance that may be available to you including other services
- ensure you are aware of your rights and responsibilities

External Advocacy Agencies

These agencies are independent of BallyCara and with your permission, we can arrange a referral.

Older Persons Advocacy Network (OPAN)

Is a national network made up of 9 state and territory-based organisations that have been successfully delivering advocacy, information, and education services to older people in metropolitan, regional, rural and remote Australia for over 25 years.

It is a free service supporting older people and their representatives to address issues related to Commonwealth funded aged care services. In Queensland and Victoria there are two organisations representing the OPAN (Older Persons Advocacy Network).

Their contact details are:

QLD - ADA Australia

121 Copperfield Street,
Geebung, QLD 4034

P: (07) 3637 6000 - [1800 818 338](tel:1800818338)

E: info@adaaustralia.com.au

www.adaaustralia.com.au

VIC - Elder Rights Advocacy

Ross House, Level 2 Room 3
247-251 Flinders Lane,
Melbourne, VIC 3000

P: (03) 9602 3066 - 1800 700 600

E: admin@era.asn.au

www.era.asn.au



Incident reporting, investigation, and notifications

During the course of your care, BallyCara takes all necessary measures to ensure your safety and that of our staff. All incidents are reported, investigated and any corrective measures required are undertaken to prevent these issues arising again.

We ensure:

- All our staff are trained to identify and report hazards and incidents
- All necessary steps are taken to respond effectively to the situation including the client's immediate needs and safety
- Information reported to the client and/or their family, will include the details of the staff member dealing with the incident.
- If further investigation is required or the incident needs to be reported to an external party a manager/senior staff member will notify the client and/or their family

- BallyCara will remain in contact with the client and /or family to ensure they remain informed throughout the investigation process, and will ensure they are informed of the outcome when completed. Open disclosure.

The Serious Incident Response Scheme (SIRS)

The SIRS aims to reduce abuse and neglect among people receiving care. The SIRS helps to

- Strengthen aged care systems to reduce the risk of abuse and neglect
- Build provider's skills so they can better respond to serious incidents
- Enable providers to review incident information to drive improvements in quality and safety
- Reduce the likelihood of preventable incidents reoccurring
- Ensure people receiving aged care have the support they need.

Role of the SIRS

Providers tell SIRS about reportable incidents, and SIRS take regulatory action.



BallyCara Home Care Package / Private Fee Schedule

Effective from 1 August 2024

CARE MANAGEMENT FEE

Care management covers all costs associated with coordinating your care and achieving your goals. This fee allows you unlimited phone access, ongoing monitoring, and face-to-face reviews with our Care team.

HCP Level 1: \$4.79 (per day)

HCP Level 2: \$8.57 (per day)

HCP Level 3: \$18.07 (per day)

HCP Level 4: \$27.50 (per day)

PACKAGE MANAGEMENT FEE

Package management includes the costs for preparing monthly statements; managing your package funds; rostering and scheduling; compliance and quality assurance activities required for Home Care Packages.

HCP Level 1: \$2.66 (per day)

HCP Level 2: \$4.58 (per day)

HCP Level 3: \$12.83 (per day)

HCP Level 4: \$19.43 (per day)



COMMUNITY SUPPORT WORKERS

To provide qualified professional in-home support in areas such as, but not limited to, Domestic Assistance, Personal Care, Meal Preparation, Shopping, Appointments, Community Access, and Socialisation.

Minimum 30-minute service.

Direct Delivery - Mon to Fri - Daytime 6.00am to 6.00pm	\$79.00 per hour
Direct Delivery – After Hours 6.00pm to 6.00am	\$95.00 per hour
Direct Delivery – Saturday	\$95.00 per hour
Direct Delivery - Sunday	\$117.00 per hour
Direct Delivery – Public Holidays	\$149.50 per hour

SOCIAL SUPPORT GROUP PROGRAM (Invigorate)

For eligible Home Care Packages or Private paying clients.

SOCIAL SUPPORT GROUP PROGRAM (Moreton Bay & Brisbane North Only)	\$35.00 per hour
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OVERNIGHT IN-HOME RESPITE

1:1 in home support from support worker. If a support worker must wake up at any time during the sleep over period, the standard hourly rate will occur as per above.

OVERNIGHT in-home respite 10.00pm to 6.00am Quote provided on request	Weeknights \$409.00 Weekends \$607.50
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TRANSPORT SUPPORT

No charge for workers to travel to your home. Accompanied transport to access the community incurs a per kilometre surcharge in addition to the hourly support fee.

Transport Services	\$1.30 per km
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NURSING SUPPORT SERVICES

RN Services provided by a Registered Nurse. Standard rate applied for clinical reviews.

Minimum 45-minute service.

EN nursing service.

Minimum 45-minute service.

In Home Nursing Service - Mon - Fri 6.00am - 6.00pm	RN - \$138.00 per hour EN - \$105.00 per hour
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CANCELLATIONS

You may cancel the delivery of services on any given day provided you give us not less than 24 hours' notice of cancellation. If you fail to provide that notice, we will charge you the services fees in respect of the cancelled services.

CANCELLATIONS	Full charge of service cancelled
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No GST payable on quoted prices





Charter of Aged Care Rights

All people receiving Australian Government funded residential care, home care or other aged care services in the community have rights.

I have the right to:

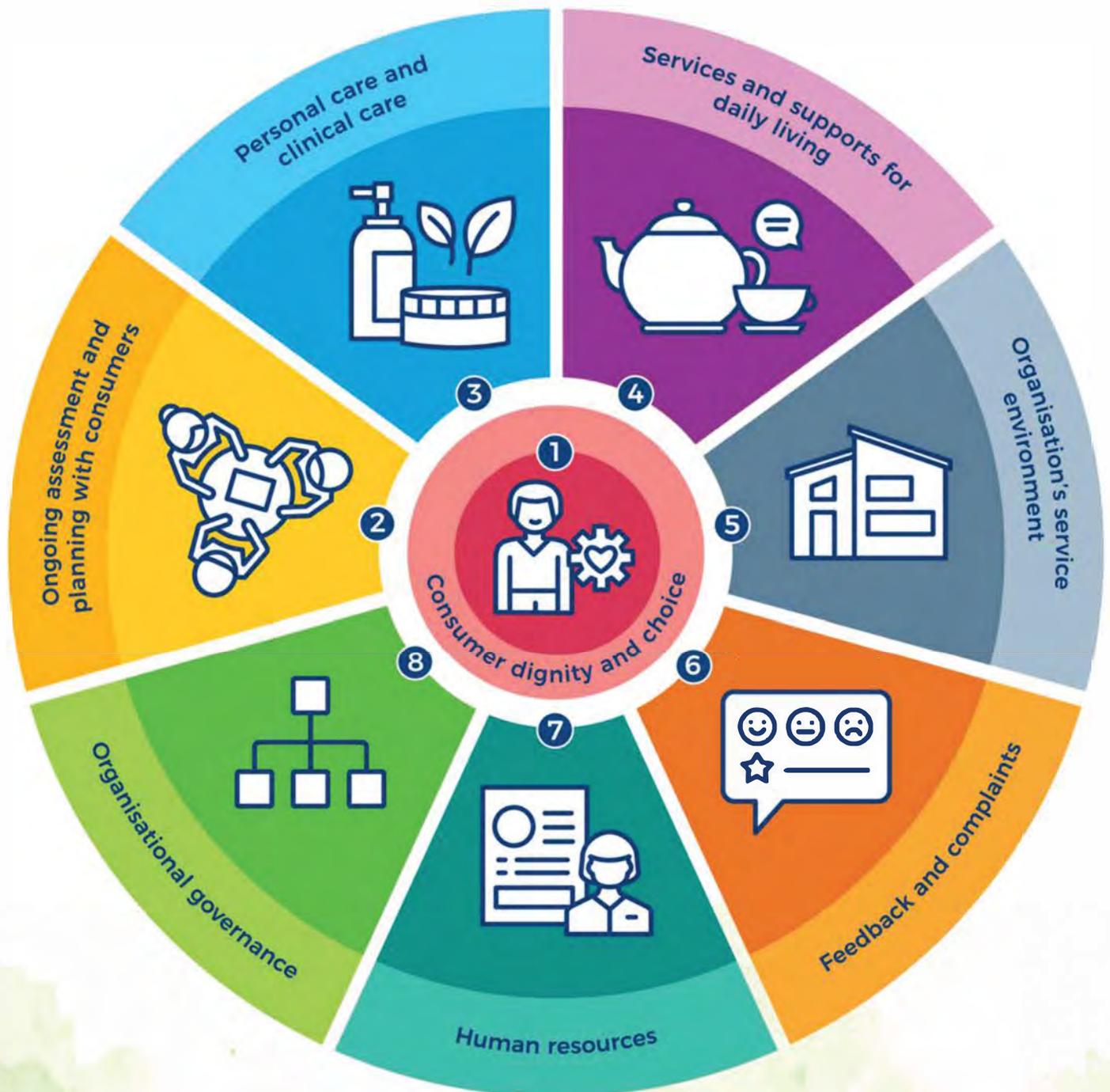
1. safe and high-quality care and services;
2. be treated with dignity and respect;
3. have my identity, culture and diversity valued and supported;
4. live without abuse and neglect;
5. be informed about my care and services in a way I understand;
6. access all information about myself, including information about my rights, care and services;
7. have control over and make choices about my care, and personal and social life, including where choices involve personal risk;
8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions;
9. my independence;
10. be listened to and understood;
11. have a person of my choice, including an aged care advocate, support me or speak on my behalf;
12. complain free from reprisal, and to have my complaints dealt with fairly and promptly;
13. personal privacy and to have my personal information protected;
14. exercise my rights without it adversely affecting the way I am treated.

If you have concerns about the aged care you are receiving, you can:

- talk to your aged care provider, in the first instance,
- speak with an aged care advocate on **1800 700 600** or visit **opan.com.au**, for support to raise your concerns, or
- contact the **Aged Care Quality and Safety Commission** on **1800 951 822** or visit its website, **agedcarequality.gov.au**.

The Commission can help you resolve a complaint about your aged care provider.

Quality Standards - Aged Care Quality and Safety Commission



Your feedback is important to us!

We pride ourselves on our quality of care and services, any feedback you or your family/carer/advocate can provide allows us to improve our services to you and this is very important to us. By keeping us informed about any compliments, complaints, or suggestions we are better able to provide our services to you and the wider community. We encourage you to contact us with any feedback you have.

There are multiple ways you can provide feedback to us.

In person

To any of our staff providing services to you in your home.

Telephone

To your BallyCara contact.

In writing

To the postal address or by email or by completing the feedback form included in your in-home folder

I come from a diverse background, how can I provide this feedback or get assistance?

The Australian Government has services to assist you in providing feedback or seeking help. If you require translating or interpreter services, please contact (TIS) on 131 450 or 1800 550 552.





Feedback Form

Please feel free to provide us with your feedback by passing your form onto a member of staff, placing your form in a suggestion box or returning via post to PO BOX 228, Scarborough, QLD 4020.

About You— *This is optional but makes it easier for us to respond to you personally*

Name: _____
Address: _____
Contact Number (s): _____
Email: _____

About Our Services – *What would you like to provide feedback to us about?*

Area: _____
Program or Activity: _____

About Your Feedback – *What would you like to share with us?* Date: / /

Would you like this treated confidentially? Yes please No not necessary

About Our Response— *Is there anything in particular you think we should do?*

Would you like a formal response from us? Yes please No not necessary
If yes, how would you like to receive the response?

Email Mail Phone In-Person

Office Use Only

Date Received: _____ Log Number*: _____
Receiving Officer: _____ Position: _____

External Complaint Agencies

If your complaint or concern remains unresolved or you feel uncomfortable raising your concern with us, you have the option of contacting the following agencies. These agencies are independent of BallyCara.

Australian Government, Aged Care Quality and Safety Commission

For concerns or complaints about the care and services provided to people receiving Australian Government subsidised aged care in their homes and in aged care facilities.

Provides an independent compliant resolution mechanism for the community which can support you with information and options, to resolve your concern with the services provider.

1800 951 822

info@agedcarequality.gov.au

www.agedcarequality.gov.au

Aged Care Quality and Safety Commission
GPO Box 9819
Brisbane QLD 4000

Queensland Civil and Administrative Tribunal (QCAT)

QCAT is an independent accessible tribunal that efficiently resolves disputes and makes decisions on a range of matters.

1300 753 228

(8:30am to 3:00pm Monday-Thursday, 8:30am to 12:00pm Fridays)

Victorian Civil and Administrative Tribunal (VCAT)

VCAT is an independent tribunal which resolves disputes and makes and reviews decisions about a wide range of issues.

1300 018 228

(9:00am to 4:30pm weekdays)

www.vact.gov.au



Other useful contacts

Department of Veterans' Affairs

For complaints about DVA Community Nursing services.

1800 838 372
feedback@dva.gov.au
www.dva.gov.au

Health Complaints Commissioner (Victoria)

For complaints about a health service provided to you, a family member, or someone in your care.

1300 582 113

My Aged Care

A comprehensive guide on the aged care services, with a lot of resources to help you on your aged care journey.

1800 200 422
www.myagedcare.gov.au

Carers Victoria

Provides Carers with information, education, training, advocacy, counselling and other support services to assist them in their caring role.

1800 514 845
www.carersvictoria.org.au

Carers Queensland

Our objective is to ensure you achieve your goals, enhance your relationships, and move forward with a life based on your own decisions and choices.

1300 626 636
<https://carersqld.com.au>

National Continence Helpline

Provides information, education and advice to callers with incontinence or who are caring for someone with incontinence.

1800 330 066
(8am -8pm Mon- Fri)
helpline@continence.org.au
www.continence.org.au



Cancer Council Helpline

Free, confidential telephone information and support service.

13 11 20

www.cancer.org.au

PalAssist - Palliative Care Support and Advice

No-cost 24/7 telephone and online service for palliative care patients, carers, family and friends seeking information and emotional support.

1800 772 273

(7am – 7pm, 7 days)

info@palassist.org.au

www.palassist.org.au

Elder Abuse Prevention Unit

Telephone information, support and referral service for anyone experiencing abuse or witnessing the abuse of an older person.

1300 651 192

(9am – 5pm weekdays)

eapu@ucommunity.org.au

www.eapu.com.au

National Dementia Helpline

Supports people with dementia, their family and carers, providers practical information and advice as well as up to date information about dementia and other support services.

1800 100 500

www.dementia.org.au

Lifeline

Providing people experiencing emotional distress with access to 24-hour crisis support and suicide prevention services.

13 11 14

lifeline.org.au

Translating and Interpreting Service (TIS)

Provides translation services to people with limited English and enables service providers to communicate with their non-English speaking clients.

131 450 (within Australia)

(24 hours a day, 7 days a week)

www.tisnational.gov.au



Appendix 1 - Approved Cleaning Products

The following cleaning products and/or brands are deemed

SAFE TO USE

as they have low output levels of fumes & are non toxic.



Vinegar & Bi-carbonated Soda



Spray & Wipe



Ajax



Jif



Earth Choice



Handy Andy



Shower Power



Duck



Preferred Cleaning Equipment

Please ensure your equipment and materials are safe to use.

Heavy or inefficient vacuum cleaners or unsuitable mops are causes of injury to support workers.



Mop and bucket with wringer (Not wrung by hand)



Lightweight vacuum cleaners



Toilet Brush set



Simple wiping/cleaning cloths



The following types of cleaning products and/or brands are deemed **NOT SAFE FOR USE** by BallyCara staff who work with the community due to **hazardous fumes and high odour** output of the chemicals.

✘ Drano



✘ Easy Off Oven



✘ Domestos



✘ Bam



✘ Bleach e.g. White King



✘ Exit Mould





**BallyCara Home
Care Package**

www.ballycara.com